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On Tap

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FIRE SEASON IS HERE

At the time of this writing (October 1, 2009), the water district has been notified that the Orange County Fire Authority (OCFA) received a RED FLAG WARNING from the National Weather Service due to the anticipated high winds and relative humidity below 15%.

Indeed we are entering some of the most dangerous periods of the fire season; the time of year when the Santa Ana winds occur. This is a good time to remind everyone who lives within or near the TCWD boundaries of the importance of being prepared for fires.

Recently, the Orange County Fire Authority initiated its "Ready, Set, Go" program. It is intended to review the precautions of which every resident should be mindful before, during, and even after a major fire. The Board of Directors and Staff of TCWD strongly encourage you, your family, and friends to visit the OCFA website and review the "Ready, Set, Go" Program: <http://www.ocfa.org/>

Because of the area in which we live, being prepared for a major fire is essential!

Cool Season Rates

How about a quick reminder about the TCWD

Tiered Water Rate Structure?

There are eight tiers to the TCWD residential billing structure. There are two seasons in the TCWD rate structure, warm and cool. Each tier allows a certain amount of gallons of water per billing period depending on the season. More water is allowed per tier in the warm season and less water is allowed per tier in the cool season. The warm water season includes the months of April through September. The cool water season includes the months of October through March. In both the warm and cool season rates, the cost of water charged the residential customer for the first four tiers is essentially TCWD's cost of water (purchase, treatment, pumping, and storage). The price of water for the second four tiers increases at an increasing rate due to a "water conservation encouragement fee" component.

This month (October) begins the cool season rate structure.

Customer Service Calls

Sometimes the answer may be so obvious, we don't see it.

The staff of the District's Customer Service Department sometimes will receive a call

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from a customer asking why their bill is so high; they barely used any water “last week.” The answer is fairly straight forward, but may be difficult to discern on the water bill.

There is a billing “lag.” The amount for the water used that is on the bill is for water used almost six (6) weeks prior. The weather may have been dramatically different then, or the number of people at the house may have been different (more). The most recent water usage appears on next month’s bill.

Speaking of Water Usage, how about trying a Shower Timer?

The District has purchased a limited quantity of shower timers. These are clever LED timers that flash blue for 4 and ½ minutes, and then red for 30 seconds. It is a great way to remind family members of the length of their respective showers, and that the water they save today may be the water that is available for use next year.

If you have a teenager (or teenagers) in your household, this might be the perfect tool to shorten the length of the average teenage shower.

The District will provide one per household while supplies last. District customers may obtain the shower timer (one only) at the Customer Service Window of the Administration Building by presenting a recent TCWD Water Bill.

The Regular Board Meeting is held on the third Wednesday of each month at 7:00 p.m. at the District’s office located at 32003 Dove Canyon Drive, Trabuco Canyon. The public is encouraged to attend.

Board Highlights

- **September 16, 2009 – Provided comments to the County of Orange 2010 Legislative Platform**
- **Approved a special assessment from the South Orange County Wastewater Authority**
- **Approved the increased funding level, Change Order No. 1, Fiscal Services Agreement and Security Agreement for the State Revolving Fund Loan**
- **Approved the Agreement for Provision for Public Sanitary Facilities for the Orange County Fire Authority and the Agreement with Santa Margarita Water District to Provide Sewer Services to the property.**
- **Received status updates for the water conservation efforts and Baker Regional Water Treatment Plant**

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We welcome your comments, suggestions and questions. Please call or write Sharon E. Smith, Editor

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